



Health Care Quality: New Jersey HMOs

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NCQA
February 19, 2003

NCQA

- **National health care quality oversight organization**
- **Measures and reports on health care quality**
- **Unites diverse groups around common goal: improving health care quality**

What Should We Expect?

Health care organizations should:

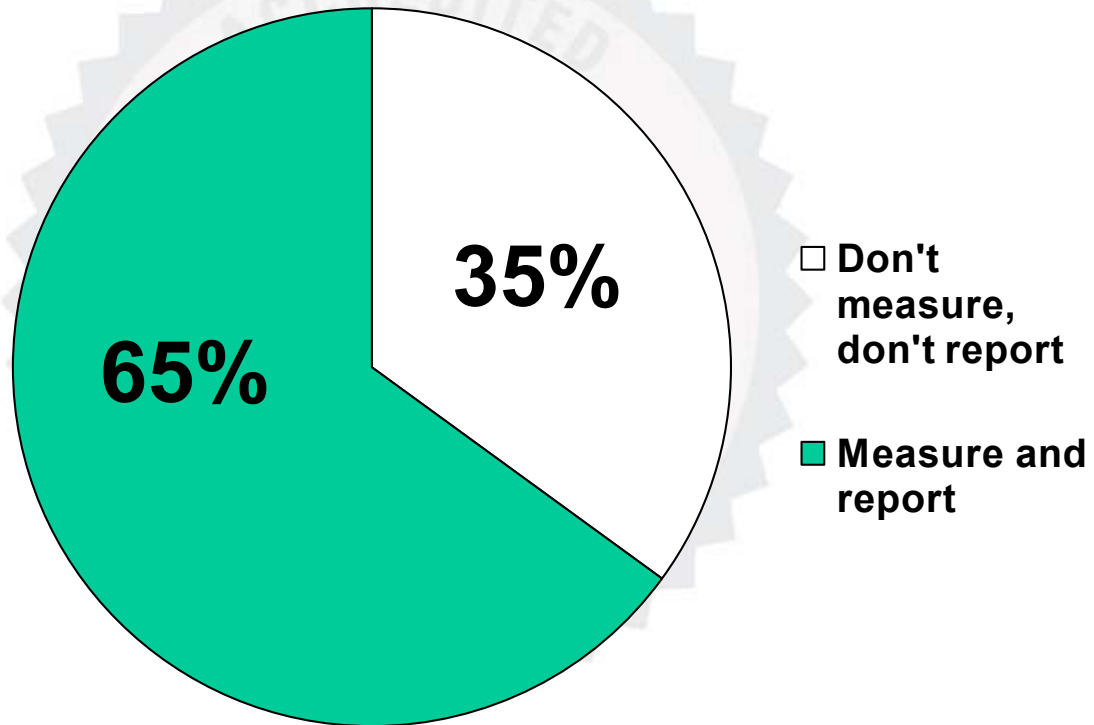
- **Be accountable for the care and service they deliver**
- **Have the infrastructure necessary to deliver high quality care and service**
- **Increase the likelihood of desired health outcomes consistent with current professional knowledge**

What Do We Know About Health Care Quality?

- **Quality can be measured**
- **Health care systems must be accountable for quality**
- **Measurement AND accountability drive improvement**
- **Consumers want and use information about health care quality**

Accountability Is the Norm Among HMO and POS Plans...

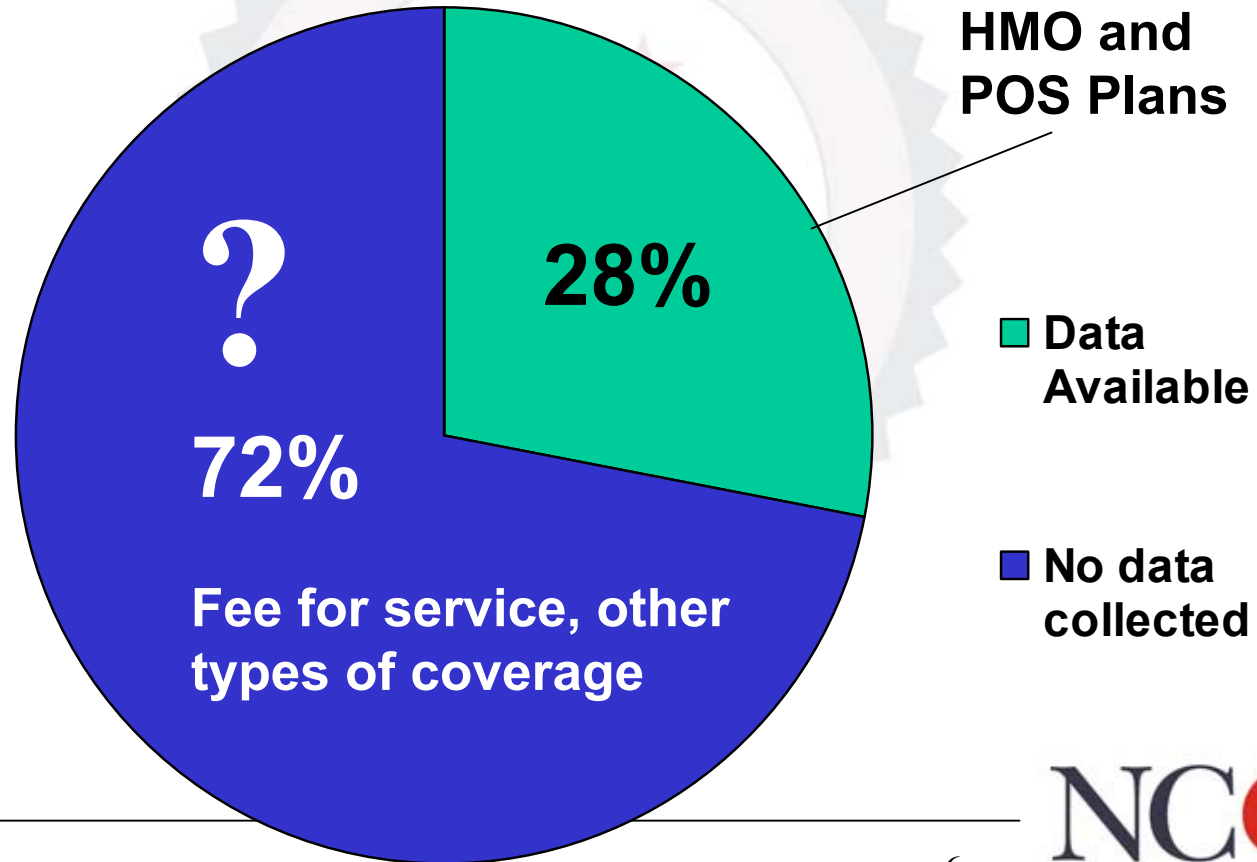
**Performance Data for 65%
of HMO and POS Plans Are Publicly Available***



*** These plans tend to be larger and cover
87% of all enrollees in such plans**

...But in General, Accountability in Health Care is the Exception

Percent of Insured U.S. Population for Which Performance Data Are Available



What is HEDIS?

The Health Plan Employer Data and Information Set:

- **Process and outcomes measures**
- **Standardized member satisfaction survey - CAHPS® 3.0H**
- **Used by Commercial, Medicare, and Medicaid plans alike**
- **Allows plan-to-plan comparison**

HEDIS Permits Comparison of Plans

- **Broad set of measures assesses performance in key areas**
- **Precise specification of measures and auditing of results assures comparability**
- **Process in place to improve and expand on current measurement set**

Chaos Gets Headlines... But It's Not the Whole Story



**After a Few Years of Relaxation,
Health-Care Cost Spiral Resumes**

washingtonpost.com

Study: Uninsured Don't Get Needed Health Care
Delayed Diagnoses, Premature Deaths Result

www.nytimes.com

The New York Times
ON THE WEB

August 11, 2002

**Decade After
Health Care Crisis,
Soaring Costs
Bring New Strains**

**Health Insurance
Prognosis Is Poor**

Survey of Employers Finds Pro-
Rising, Coverage Shrinking

By Bill Brubaker
Washington Post Staff Writer
Friday, September 6, 2002; Page E1

The latest national survey of health
insurance trends is dreadfully familiar

Modern Healthcare

**Access to care shrinking
systemwide: report**

By: Julie Piotrowski

Not only Medicare beneficiaries but also privately
insured older Americans are reporting longer wait
physician appointments and delayed or unneeded

Hottelman

H.M.O.'s For 200,000 Pulling Out of Medicare

September 10, 2002

By ROBERT PEAR

WASHINGTON, Sept. 10 —
200,000 elderly Americans
Medicare next year, a
dropped by H.M.O.s

**Employee
Benefit
News**

VOLUME
THURSDAY

Estimate: 30% of health spending is wasted

The New

washingtonpost.com
**Health Care's
Soaring Cost
Takes a Toll**
Squeeze Hits Workers,
Firms and Government

CNN.com / HEALTH

Report finds minorities get poorer health care

March 20, 2002 Posted: 11:59 AM EST (1659 GMT)



By Rea Blakey
CNN Medical Correspondent

WASHINGTON (CNN) -- White
people in the United States are
getting better, more aggressive
health care than minorities,
according to an Institute of
Medicine report requested by
Congress.

www.nytimes.com

The New York Times
ON THE WEB

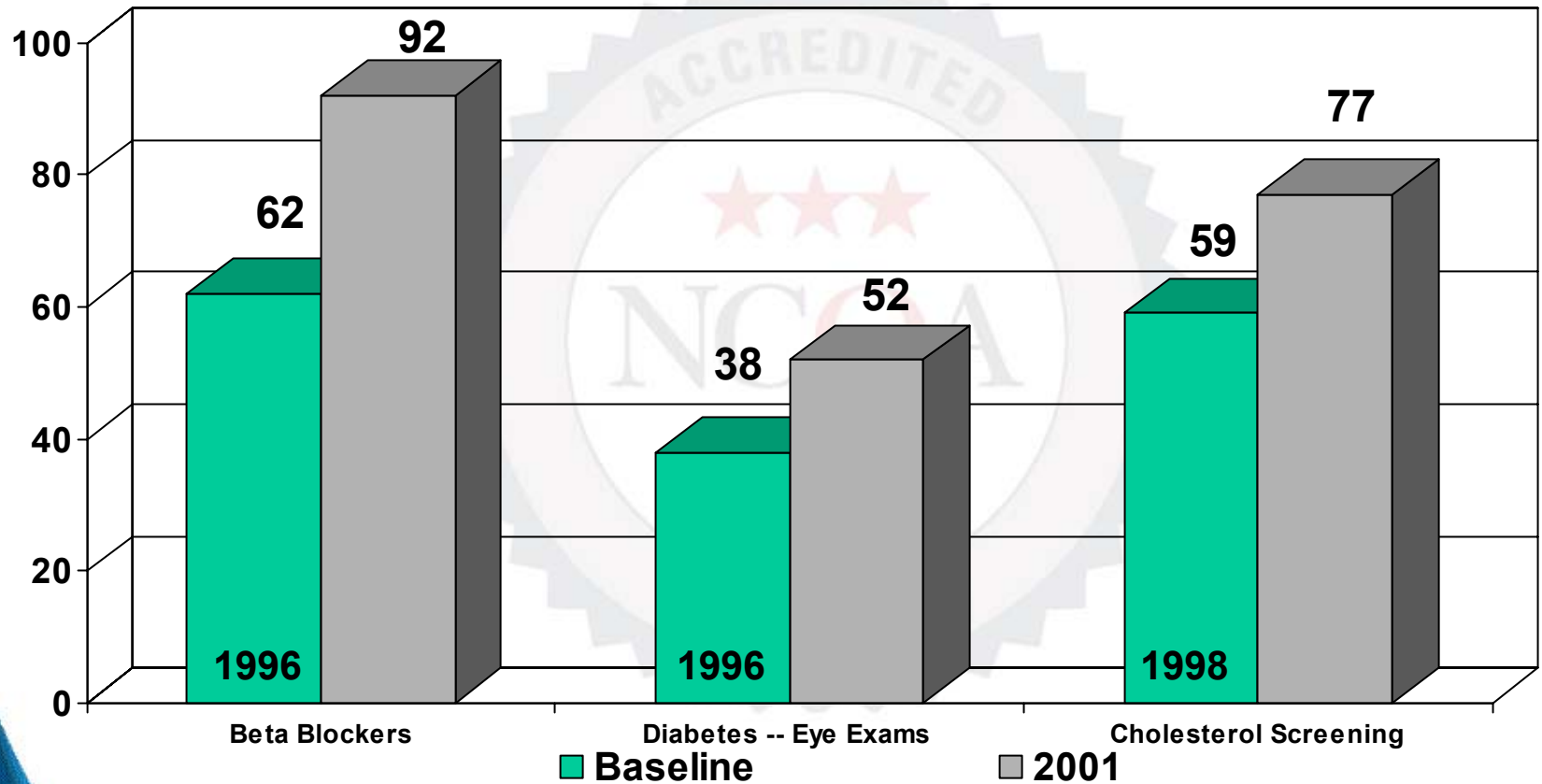
**Health Insurers Are Seeking
20% Rate Rise**

Success In the Midst of Chaos: Improvements: 1999 - 2001

Measure	1999	2000	2001
Chicken Pox Vaccine	63.8	70.5	75.3
Cervical Cancer Screening	71.8	78.1	80.0
Controlling High Blood Pressure	39.0	51.5	55.4
Cholesterol Management - Control	36.7	53.4	59.3
Diabetes Care - Lipid Control	36.7	44.3	49.8
Asthma Medication Use	57.7	62.6	65.6

Source: State of Health Care Quality: 2002, NCQA

Success In the Midst of Chaos: Improvement from Baseline



Source: State of Health Care Quality: 2002, NCQA

The Accreditation/Performance Correlation: Regional Variations

Measure	New England	South Atlantic	Mid-Atlantic	Pacific	Mountain	East North Central	West North Central	South Central
Childhood Immunizations	80.3	74.0	76.8	68.0	63.8	70.5	64.5	56.4
Blood Pressure Control	60.6	56.0	56.7	54.9	53.8	56.7	52.9	47.9
Prenatal Care	93.8	88.0	88.3	86.7	84.7	83.6	80.7	77.6
% Accredited by NCQA	75.9	75.8	72.0	69.7	63.0	61.3	40.5	39.2

 = highest performer

 = lowest performer

Source: State of Health Care Quality: 2002, NCQA

Why Does Quality Improvement Matter?

Adverse Outcomes Prevented Due to Improvements to Date

Measure	What Was Prevented?
• Beta Blocker Treatment	10,000 deaths
• Blood Pressure Control	10,500 heart attacks, strokes
• Chicken Pox Vaccine	620,000 cases of chicken pox

Source: State of Health Care Quality: 2002, NCQA

But There Is Still Room for Improvement...

Estimate of Deaths Avoided If “Best Practice” Care Were Universal U.S. Population

Measure	Deaths Avoided
• Beta Blocker Treatment	1,200 per year
• Cholesterol Control	4,700 per year
• Diabetes - HbA1c Control	510 per year
• Cervical Cancer Screening	914 per year

- Current national averages for these measures estimated to be equal to the average non-accredited plan rate, 2002.

Source: State of Health Care Quality: 2002, NCQA

Improvement Would Also Help Minimize Sick Days

Annual Sick Days Prevented Among Working Population If “Best Practice” Care Were the Norm

Condition	Sick Days
• Asthma	4,200,000
• Depression	8,900,000
• Diabetes	4,200,000
• Heart Disease	3,700,000
• Hypertension	1,900,000

Total **22,900,000**

Sick Wages, Savings = \$2.6 Billion

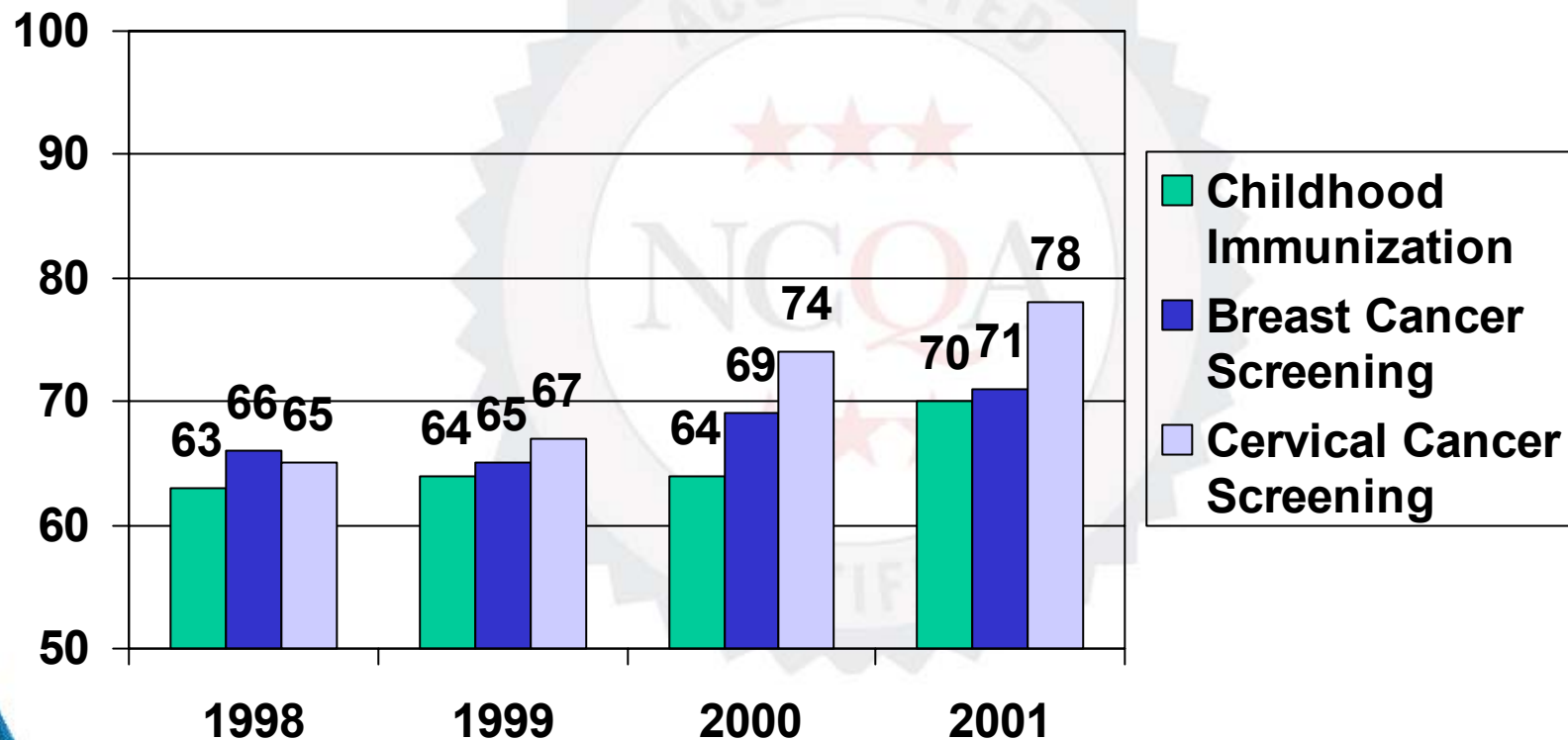
Source: State of Health Care Quality: 2002, NCQA

New Jersey Performance

- **New Jersey DHSS has been publicly reporting HMO performance since 1997**
- **Good News**
 - New Jersey performance has been steadily improving
- **Bad News**
 - New Jersey health plan average remains consistently below national and regional means

Improving NJ Performance

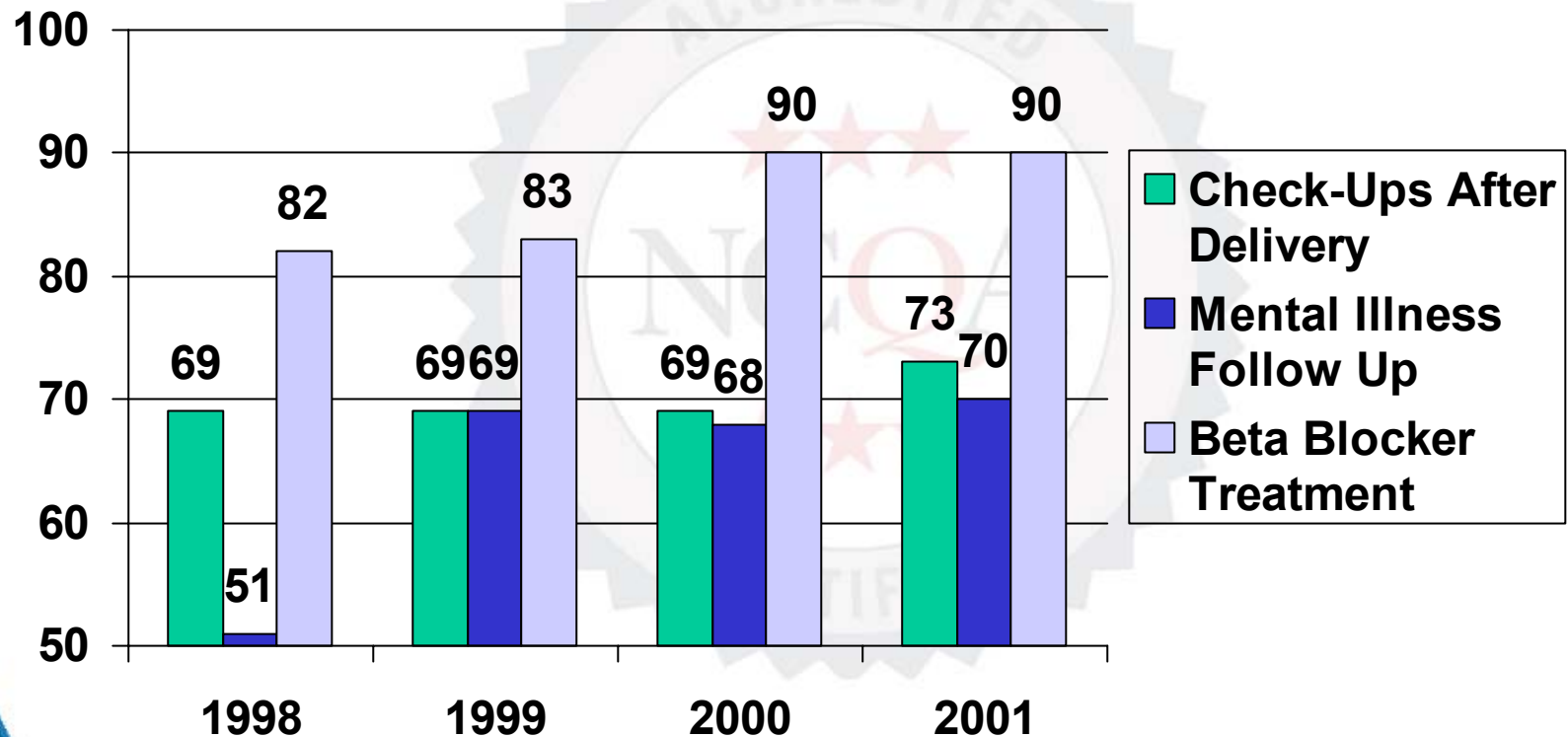
New Jersey Health Plan Mean



Sources: NCQA & NJ Dept. of Health and Senior Services

Improving NJ Performance

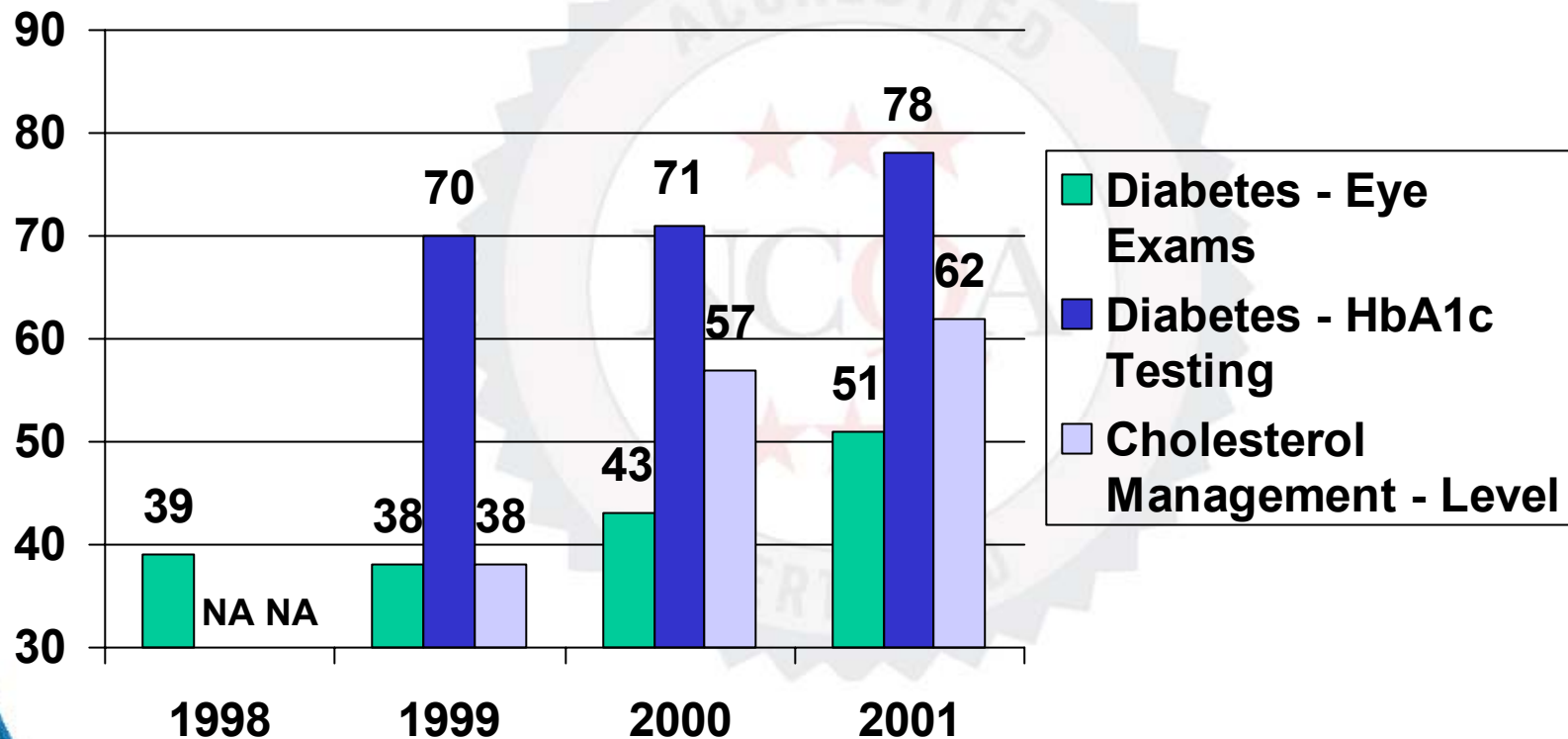
New Jersey Health Plan Mean



Sources: NCQA & NJ Dept. of Health and Senior Services

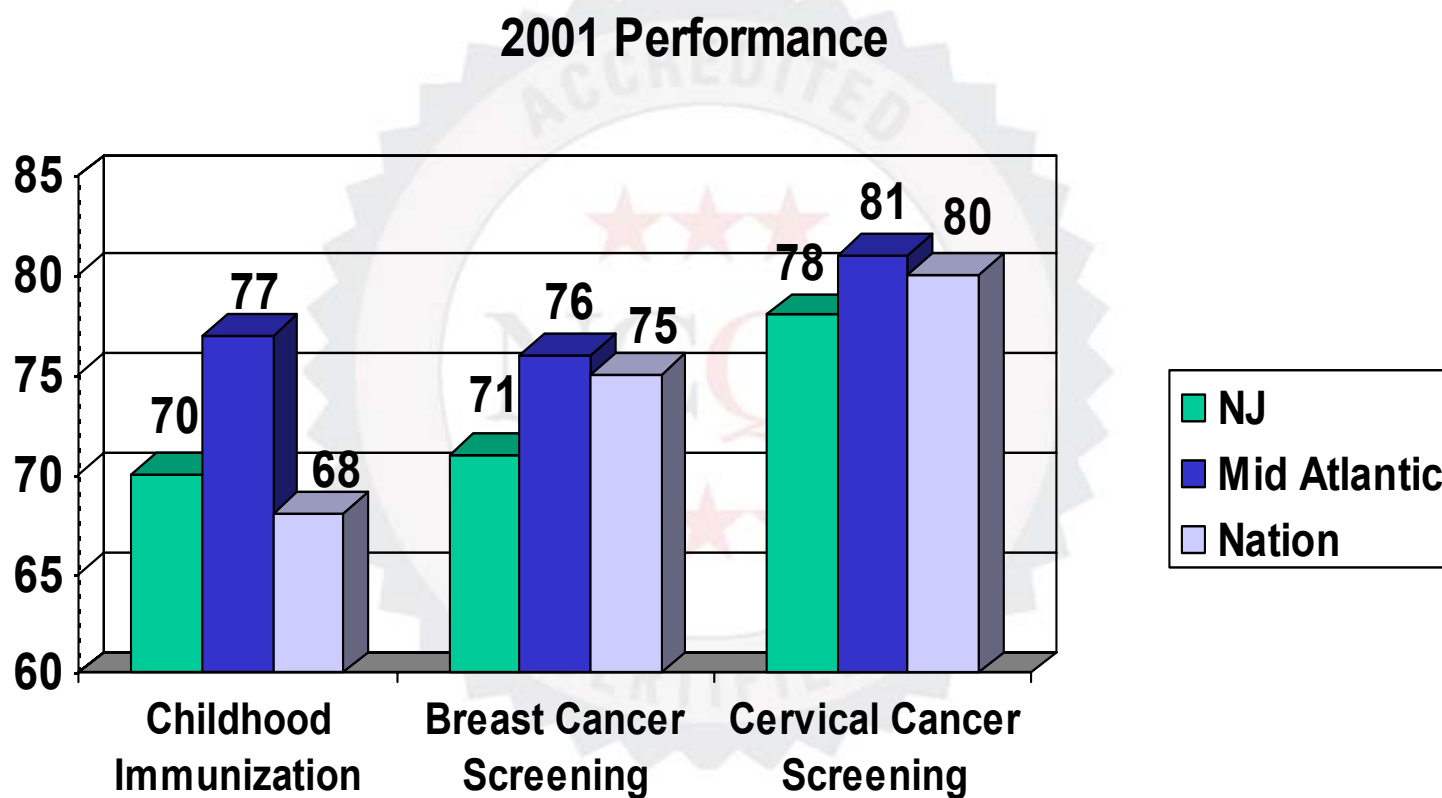
Improving NJ Performance

New Jersey Health Plan Mean



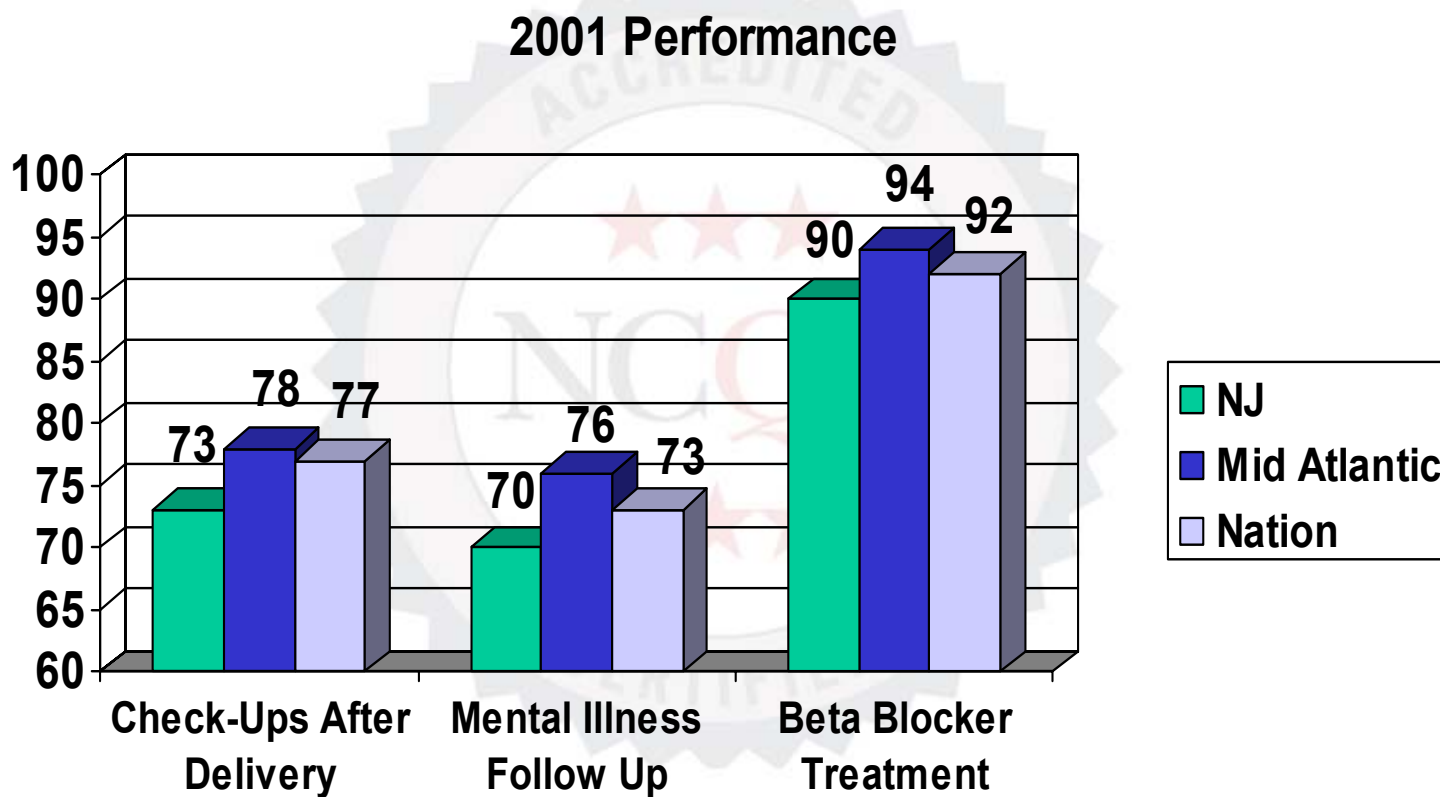
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New Jersey vs Region/Nation



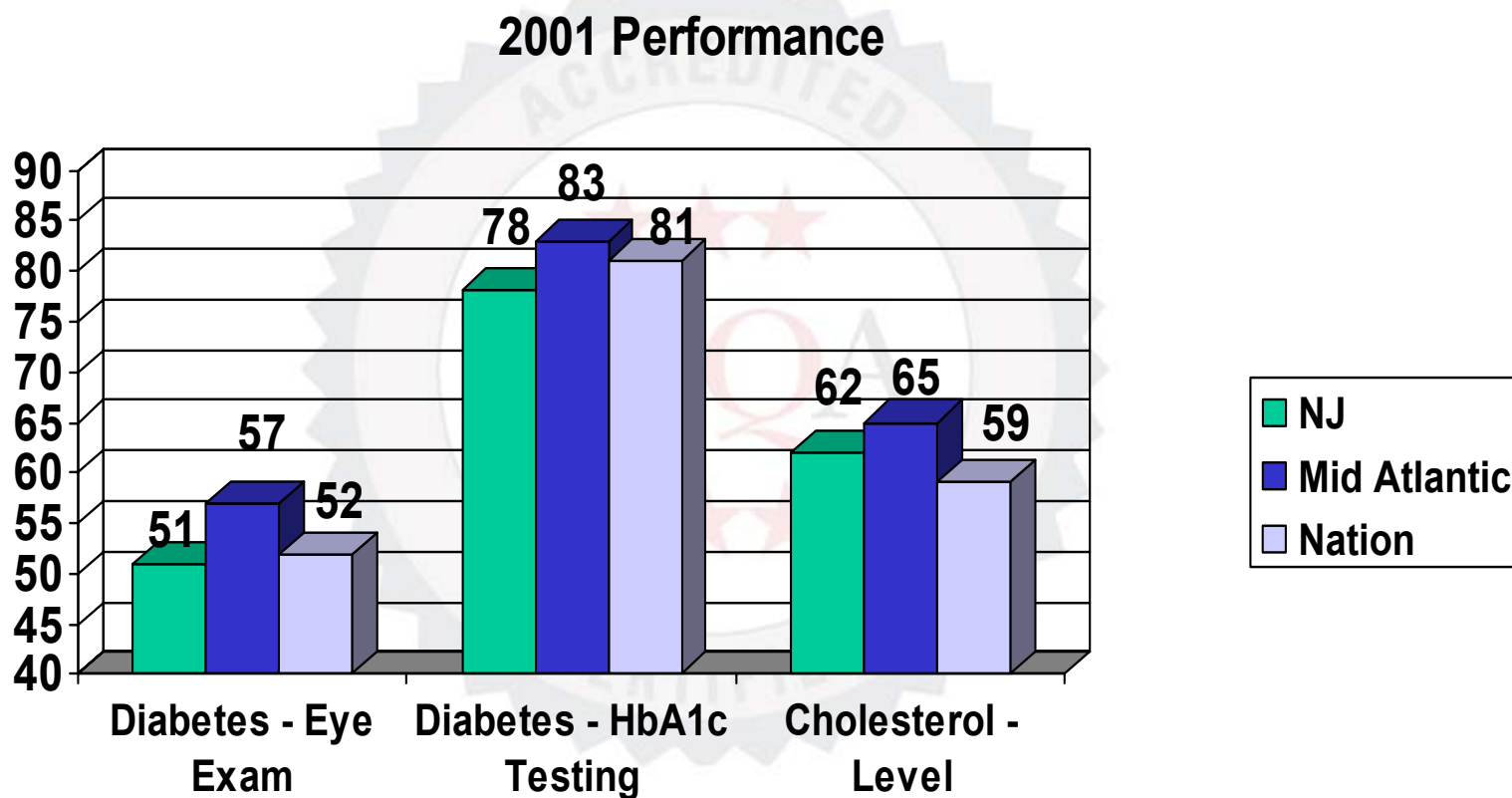
Sources: NCQA & NJ Dept. of Health and Senior Services

New Jersey vs Region/Nation



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New Jersey vs Region/Nation



Sources: NCQA & NJ Dept. of Health and Senior Services

The Five Keys to Quality

- **Measurement**
- **Reporting**
- **Information**
- **Systems**
- **Rewards**



Quality Profiles™:

Promoting Best Practices

- **Joint NCQA/Pfizer project**
- **Showcases model quality improvement efforts**
- **Studies focus on key health issues: heart disease, diabetes, cancer, AIDS, access to care, service**
- **Profiles provide examples to help plans improve care and service**
- **www.QualityProfiles.org**

Questions

- **Web site: www.ncqa.org**
- **For technical questions about HEDIS, Accreditation:
www.ncqa.org/main/support.htm**
- **Customer Support: (888) 275-7585**